Admissions and Outreach Administrator

Department: Hull York Medical School
Hours of work: Full Time/37 hours a week
Contract type: Open
Salary: £24,285 - £27,131 a year
Main purpose of the role

An exciting opportunity has arisen for an Admissions and Outreach Administrator to join Hull York Medical School, in support of the Admissions, Student Recruitment, Widening Participation and Outreach team. This includes supporting admissions decision making, supporting the planning and delivery of key recruitment, conversion and outreach events, and ensuring the best possible applicant experience through timely, accurate and helpful communications.

The post holder would also support the School’s strategy to recruit from the local communities and widening participation in higher education, particularly the study of medicine.

The postholder will be based at the University of York with an expectation of regular work from the Hull campus, and across the Hull York Medical School region supporting events (approximately 15 days per annum).

The role is currently offered as a combination of remote working and in-office working, with an expectation that the post holder will work at least one day per week in the office, and support physical events in person.

This role reports to the Student Recruitment and Admissions Manager.

Applicants are expected to show a commitment to diversity, equality and inclusion, and work in line with the School’s values of – everyone counts, pursuing excellence, socially responsible and collaborative. This includes undertaking mandatory equality and diversity training and adhering to the principles outlined in the UK Medical School’s Charter on So-Called ‘Conversion Therapy’ and the British Medical Association (BMA) racial harassment charter for medical schools.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities

   • Working across University of York and University of Hull student record systems to maintain and update accurate student records, including the creation of Hull PGT records within the e:Vision system.
   • Processing applications to Undergraduate Medicine and Postgraduate Taught programmes within Hull York Medical School, screening for eligibility, shortlisting and processing decisions.
   • Maintaining an accurate and up to date knowledge of Medicine Selection Policy and basic entry requirements for commonly seen qualifications.
   • Developing an awareness of International education systems and where to find information relating to qualification equivalences.
   • Pro-actively contacting staff and lay volunteers to organise their support for key Admissions and Recruitment events, such as Interviews, Visit Days and Outreach activities.
   • Working within University of York and University of Hull systems to book rooms, catering, transport and ambassador staff.
   • Sending bulk communications, such as Occupational Health information, to applicants and WP participants, and collating responses to these.
   • Monitoring all relevant inboxes, responding to queries and assigning communications to relevant team members.
   • Support planning, preparation and delivery of Recruitment, Admissions and Widening Participation events by preparing documentation and leading on all associated bookings, as well as attending and supporting events on the day. These events can include early starts and later finishes and some weekend working, which is returned as Time in Lieu.
2. University of York Responsibilities for Grade 4

Service and Operational Delivery

- Use initiative to resolve queries that generally have a readily available answer by reference to policy, past experience and/or where some discretion can be applied.
- Share knowledge with colleagues and others to enable effective service or operational delivery.
- Proactively anticipate, explore and respond to customer needs and, when appropriate, propose solutions to resolve service or operational issues.
- Provide guidance and advice to resolve problems and queries for a broad range of customers.
- Make effective use of digital solutions to carry out operational activity and highlight opportunities for further efficiencies.
- Provide effective administrative support to the wider department as required. This may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.

Continuous Improvement

- Contribute to the ongoing improvement, development and implementation of University processes and systems.
- Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.
- Proactively identify opportunities for building new personal knowledge and skills.

Specialist Contribution

- Act as a more knowledgeable team member to resolve non-standard or complex queries or advise when to escalate.
- Record data and information accurately.
- Analyse, manipulate and interpret information/data and use it to produce reports for distribution to key stakeholders in the process or service.
- Carry out basic analysis and research to inform decision making.

Collaboration and Communication

- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Collaborate with team members to anticipate and implement service improvements or alterations.
- Proactively and reactively liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
- Act as a supportive and encouraging member of a team, including contributing to the training and induction of colleagues or new staff.

Governance and Oversight

- Apply knowledge of procedures and policy to processes; check and reconcile anomalies within data and information.
- Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards.
- Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.
Planning and Organisation

- Plan and organise own workload, including possible project delivery.
- Organise and schedule resources, activities and events.
- Identify priorities and monitor processes and activities to ensure success.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
**Person specification**

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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of working in a varied administrative role, effectively balancing competing priorities</td>
<td>Essential</td>
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<td>Experience of organising events and meetings</td>
<td>Essential</td>
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<td>Proven experience of data handling</td>
<td>Essential</td>
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<td>An understanding UK Higher Education systems</td>
<td>Desirable</td>
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<td>Knowledge of admissions procedures and processes</td>
<td>Desirable</td>
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<td>An understanding of equal opportunities, the General Data Protection Regulation (GDPR), the Freedom of Information Act and how these relate to personal information.</td>
<td>Desirable</td>
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<td>The ability to work with others outside of the immediate team to ensure that accurate information is passed on promptly to the most appropriate contacts in order to support a good student/applicant service.</td>
<td>Essential</td>
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<td>The ability to represent Hull York Medical School at a wide-range of events, including open days and interview days.</td>
<td>Essential</td>
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<td>Willingness to comply with holiday restrictions and to work occasional weekends and evenings at peak times, to include interviews, open days, offer holder days and the A Level results period.</td>
<td>Essential</td>
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<td>Willingness to travel to meetings, recruitment and other events.</td>
<td>Essential</td>
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**University of York Person Specification for Grade 4**

**Qualifications:**

Level 2 qualification including Maths and English. (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience. | Essential |

**Skills - demonstrates the ability to:**

Accurately record, analyse, interpret and report information/data | Essential |

Use digital technologies including Google applications and/or Microsoft Office | Essential |

Communicate effectively in verbal and written formats | Essential |

Organise activities and resources | Essential |
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<th>Behaviours</th>
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<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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